unreported changes in circumstances. The State is looking for creative solutions to accomplish this requirement. Bidders shall propose a technical solution in response to this requirement.

The Bidder shall specifically identify existing barriers to producing an out-of-county report and describe how the Bidder proposes to overcome these barriers. In the event that technical limitations are more complex for one type of transaction over another, the Bidder shall address these limitations. For example, if an out-of-county report is easily achievable for transactions originating at direct connect POS terminals, and conversely very difficult for transactions coming from a third party ATM network the Bidder shall describe such limitations and what is required to overcome the barriers.

Meets Requirement: Yes _____   No _____

Reference Document _____ Pages _____

Description: _____

6.13.3.7 Benefit Aging Reports

The Contractor shall provide to counties a report by program of clients who have not accessed their benefits for the last 45, 60, and 90 days. The report shall provide aging information by account and benefit type. The Contractor shall clearly identify the aging category the EBT program benefit is falling under (i.e., 45, 60, 90 days). The report shall be available by caseworker within local office.

Meets Requirement: Yes _____   No _____

Description (if any): _____

6.13.3.8 Stale Account Reactivation Report

The Contractor shall provide to the counties a daily electronic Stale Account Reactivation Report that identifies the stale accounts reactivated during the previous business day.

Meets Requirement: Yes _____   No _____

Description (if any): _____

6.13.3.9 Card Issuance/Re-issuance Reports

The EBT Contractor shall provide audit and statistical reports of cards being issued and/or reissued to clients. Audit reports shall provide detail data by card issued, such as reason for issuance (i.e., initial issuance or replacement for lost/stolen card), and how the card was issued (i.e., over the counter, mail, etc.). Statistical reports shall provide data needed to manage the EBT program, such as the card reissue rate, the reasons for re-issuance, etc. The Contractor should suggest the statistical reports that will best help the State and counties manage the card issuance process.

Meets Requirement: Yes _____   No _____

Description (if any): _____

6.13.3.10   Returned Cards Report
The Contractor shall provide a report to each county of mailed cards that have been returned.
The report will identify the recipient and the date the card was returned in the mail.

Meets Requirement: Yes _____   No _____

Description (if any): _____

6.13.3.11   Transaction Denial Summary Reports
The EBT Contractor shall provide a monthly statistical report by county with a roll-up for the
State that provides the number and percentage of client transactions denied, and the reason for
the denials (i.e., non-sufficient funds, invalid PIN, etc.)

Meets Requirement: Yes _____   No _____

Description (if any): _____

6.13.4 Administrative Terminal Security Reports
Administrative Terminal Security Reports are those reports that identify the users of the EBT
Administrative Terminal functionality, the access provided these users, as well as an audit trail of
the transactions performed by the users.

6.13.4.1 Access Definition Report
The Contractor shall provide to each county a report detailing each authorized administrative
terminal user with the ability to access the county EBT data. The report shall also detail the level
of access afforded the user through the EBT administrative terminal.

Meets Requirement: Yes _____   No _____

Description (if any): _____

6.13.4.2 Failed Logon Report
The Contractor shall provide to each county a daily report of users failing in their attempt to
logon to the EBT system.

Meets Requirement: Yes _____   No _____

Description (if any): _____

6.13.4.3 User Session Activity Report
The Contractor shall provide an audit report by User ID of all actions taken by the user on the
EBT system from the EBT administrative terminal.

Meets Requirement: Yes _____   No _____

Description (if any): _____

6.13.5 Fraud Reports
The Contractor shall provide a set of fraud reports that will help the State and counties detect fraud and manage fraud investigation activities for all benefit programs included in the EBT system. During the Design Phase the Contractor shall work with State and county investigators on the design, parameters, sort criteria, and production schedule for these reports. In addition to the reports identified below, the Bidder shall recommend other fraud reports that it anticipates the State and/or counties would find valuable.

At a minimum, the Contractor shall provide reports on

- Excessive large dollar Food Stamp transactions
- Multiple transactions in same day
- Transactions with common dollar amounts
- Transaction combination (e.g., balance inquiry/purchase)
- Manual card entry
- Rapid and/or repeated transaction count
- Excessive number of manual vouchers
- After hours transactions
- Transactions against invalid cards
- Excessive number of card replacements per account
- Redemption of entire benefit in one transaction

  Meets Requirement: Yes _____   No _____

  Description (if any):_____

6.13.6 Statistical Reports
Statistical Reports are those reports that assist with the management of the EBT system. The Contractor shall also suggest, in addition to the reports detailed below, other statistical reports that will help with the management of the EBT system.

  Meets Requirement: Yes _____   No _____

  Description (if any):_____